

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Currently Amended) A method of failsoft operation, the method comprising:

~~providing receiving a policy to-at a facility component of a content delivery system, the policy defining two sets of rules for handling database transaction approvals requested by the facility from a database in the content delivery system at the-a time of a user device request for content download that identifies video or audio content and requests access to the video or audio content, a first set of rules governing normal operation when communication with the-a database is successful, and failsoft rules governing limited transaction approval in the event of a communication failure between the facility component and the database at a time of a content download request, wherein the limited transaction approval includes a purchase cost limit;~~

~~determining that a communication failure exists between the facility component and the database at a time of a content download request that identifies video or audio content and requests access to the video or audio content, the request being received from a user device of the content delivery system; and~~

~~in response to determining that a communication failure exists between the component and the database at the time of the request, using, by a facility computing device of the component, the failsoft rules to preliminarily grant approval perform a transaction included in a process for providing the user device limited access to content requested by the request-for the requested transaction in response to determining that a communication failure exists between the facility and the database at the time of the download request.~~

2. (Currently Amended) The method of claim 1 further comprising:

~~in response to resolution of the communication failure, transmitting an update from the facility component to the database informing the database of the requested transaction.~~

3-4. (Canceled).

5. (Currently Amended) The method of claim 1 wherein [[ ]]~~the facility component is a cable television headend and the content delivery system is a cable television delivery system.~~

6-7. (Canceled).

8. (Currently Amended) A method of failsoft operation comprising:

receiving, at a ~~facility~~ computing device of a content delivery system, a set of failsoft rules, ~~the rules governing approval of one or more transactions in the event of a communication failure between a component of the content delivery system and a database, wherein the set of failsoft rules include a purchase cost limit and the computing device is part of the component defining a communication failure content download cost limit;~~

receiving a request for content at the ~~facility~~ component from a user device of the content delivery system, the request for content identifying video or audio content and requesting access to the video or audio content;

as at least part of a process for obtaining approval of the request for content, attempting to communicate to an authorization computer a request for approval of the request for content;

determining that a communication failure has delayed or disrupted the process ~~of for~~ obtaining approval of the request for content from the ~~authorization computer~~; and

~~in response to the communication failure upon determining that the communication failure has delayed or disrupted the process for obtaining approval of the request for content~~, approving or denying, by the component, the request for content according to the facility's received set of failsoft rules.

9. (Currently Amended) The method of claim 8 further comprising:

~~in response to resolution of the communication failure, transmitting an update from the facility component to the authorization computer informing the authorization computer of the requested transaction a transaction that occurred during the communication failure and that was performed as part of the approval or denial of the request for content.~~

10. (Canceled).

11. (Currently Amended) The method of claim 8 wherein the facility component is a cable television headend and the content delivery system is a cable television delivery system.

12-17. (Canceled).

18. (Currently Amended) A content delivery method, comprising:

receiving, at a first computing device of a content delivery system, a user request for downloading content from a user device of the content delivery system, the user request identifying video or audio content and requesting access to the video or audio content, wherein a process for granting access to the content approval of the user request requires the computing device to request authorization from a central facility database of the content delivery system; and

determining that a communication failure exists between the computing device and the central facility database at the time of a content download request when the computing device is performing the process for granting approval of the user request;

determining whether approval of the request would exceed a predetermined cost limit established in a communication failure failsoft rule stored at the computing device; and

upon determining that the communication failure exists and that approval of the request would not exceed the predetermined cost limit, granting limited approval to the request and transmitting data responsive to the request to the user device and limiting the download to a predetermined communication failure cost limit established in a communication failure content download failsoft rule.

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19. (Currently Amended) The method of claim 18 wherein the receiving occurs at computing device is part of a cable television system headend and the content delivery system is a cable television delivery system.

20. (Canceled)

21. (Currently Amended) The ~~system~~method of claim 18 wherein the central database is realized as an LDAP/X.500 directory.
22. (Currently Amended) The method of claim 1, wherein the ~~request for content~~request is a request to view pay-per-view television content.
23. (Currently Amended) The method of claim 1, wherein the ~~request for content~~request is a request to add service to a user's subscription plan.
24. (Previously Presented) The method of claim 23, wherein the request to add service is a request to add one or more television channels to a television subscriber's subscription lineup.
25. (Currently Amended) The method of claim 1, ~~further comprising~~wherein determining that the communication failure exists is based on communication delay.
26. (Currently Amended) The method of claim 8, further comprising ~~the facility~~receiving, at the computing device, periodic updates to the set of failsoft rules from the authorization computer.
27. (New) The method of claim 1, wherein the content delivery system is a video service delivery system that provides video services to a plurality of user devices.
28. (New) The method of claim 1, wherein performing the transaction normally includes communicating with the database, but as a result of determining that the communication failure exists, the transaction is performed by the component without communicating with the database.
29. (New) The method of claim 1, further comprising providing, by the component, the user device at least limited access to the audio or video content requested by the request.